

In Our Care: The Future of Long-Term Elderly Care

in England and the Netherlands



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Table of Contents

4	Foreword
6	Conference Theme
8	Moderators, Report Writer and Plenary Speakers
12	Conference Programme
14	Workshops
18	Interactive Presentations
20	Conference Organisation
22	Map of Utrecht

Foreword

Welcome to the 2016 Apeldoorn:
British-Dutch Dialogue Conference,
and welcome to Utrecht!

Both the Netherlands and the United Kingdom have increasingly ageing populations as a result of the baby boomer generation, as well as an increase in life expectancy. Government and industry face similar pressures in seeking the right balance between a rise in demand for care, financial sustainability, and different consumer needs.

Against that background, the 2016 Apeldoorn: British-Dutch Dialogue Conference will consider the challenges surrounding English and Dutch society in the field of long-term elderly care. Other parts of the United Kingdom have different arrangements, which is why we decided to limit the discussion on this occasion to England. The Conference will explore both the similarities and the 'interesting differences' between the English and Dutch approaches.

Questions we will look at will include: who will pay for an ageing population, and who will actually take care of our elderly? What role can technology play in long-term elderly care, and how is care structured to ensure inclusion and equality? These questions will be addressed over the course of the next two days, to plot a pathway to better, fairer, and more affordable care in both countries in the future.

Apeldoorn delegates, selected from the worlds of healthcare, industry, academia, government, media and civil society in the UK and the Netherlands, will spend two days together in Utrecht drawing inspiration from each other, sharing experiences and expertise, and exchanging views on the future of long-term elderly care.

With so much uncertainty in the world, we are convinced that it is now more important than ever that the Netherlands and the United Kingdom should be working together to address the challenges that both countries face.

We would like to thank our generous sponsors, BP, ING, Elsevier, Royal Dutch Shell, and Unilever, without whom this Conference would not have been possible. We are confident that with their support, this year's Apeldoorn Conference will once again encourage an open and frank exchange of ideas, create new networks and opportunities, and prove as inspiring as its predecessors. We look forward to hearing your views and contributions to the debate.

We bid you all a very warm welcome to Utrecht, and hope you have an enjoyable and a productive conference.



Sir Geoffrey Adams
British Ambassador
to the Netherlands

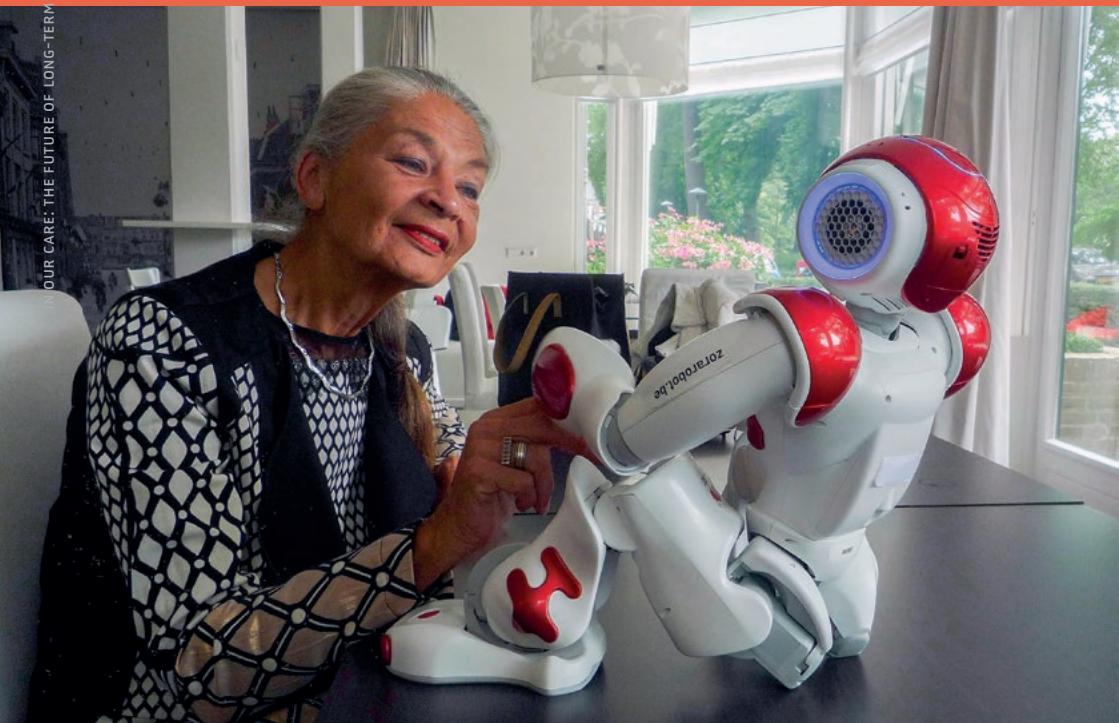
A handwritten signature in dark ink, appearing to read 'Geoffrey Adams'.



Simon Smits
Ambassador of the
Netherlands to the UK

A handwritten signature in dark ink, appearing to read 'Simon Smits'.

Conference Theme



Old age, Cicero once wrote, is the crown of life. For individuals, that may well be true, but for governments, providing the right care and support for older people can pose an enormous challenge. In both England and the Netherlands, policymakers and service providers often find themselves squeezed between rising demand, financial constraints and increasingly well-informed consumers who rightly expect an excellent standard of care in their later years.

On the surface, there are many similarities between our two countries with respect to the way in which we care for our elderly. We are both experiencing a rapid ageing of our populations, thanks to post-war 'baby booms' and increasing life expectancies. We are also seeing similar changes in the ways in which people age, with older people increasingly willing and able to play active roles in society. Retirees are likely to remain in their own homes for longer, as many prefer to take a pro-active, informed role in deciding the care they receive, rather than passively receiving services designed by others.

The issue of finance remains a thorny one, as governments try to maintain and improve care in an age of austerity. As a result, both the demand for care and in the ways in which that demand is met will be transformed in the coming years.

Although levels of spending on care per capita is more or less the same in our two countries, around 3,750 EUR (source: Eurostat, 2013), deeper investigation also reveals significant differences in the two nations' approach to elderly care. One example is the way in which care services are structured: England has a long tradition of devolving responsibility for care to local government authorities, while in the Netherlands, such localisation is a more recent phenomenon. There are also quite different traditions concerning the roles played by different sectors of society. In England, for example, it is common for voluntary organisations and charities to play a major role, and for elderly relatives to live with their families. In the Netherlands, meanwhile, volunteering in the care sector is less common and many homes are too small to host relatives, but the private sector and local community often play a greater role.

In this context, there are clear opportunities for experts from both countries to share experiences and ideas about how to improve long-term elderly care in the future. Could the Netherlands, for example, perhaps learn from England's experiences of decentralisation? And could English attendees benefit from the Dutch tradition of providing homes for the elderly both in social and private housing arrangements? Another potential area for exchange is the use of technology, and the innovations which could transform the way in which health is monitored and carers are alerted to accidents. Technologies such as remote sensors could help reduce care costs and improve the quality of care, but it will be important to remain realistic about their limitations, and the scale of investment required.

What about those who risk being 'left behind' as society changes, including older people who have lower incomes, or live in rural areas, or have learning difficulties and disabilities, and who may struggle to access services as a result. How can we best strike a balance between delivering more personalised, customised services and ensuring basic standards are maintained and inequalities are not exacerbated?

Moderators, Report Writer and Plenary Speakers



Moderators



Dame Judith Mayhew Jonas DBE
Founding Chair, London & Partners



Professor Dr Alexander Rinnooy Kan
Distinguished University Professor of
Economics & Business Studies,
University of Amsterdam

Report Writer



Ben Coates
Author of "Why The Dutch Are Different"

Plenary Speakers



Sir Geoffrey Adams

British Ambassador to the Netherlands



Kees Diepeveen

Deputy Mayor and Alderman for Social Development and Cultural Policy, Utrecht City Council



Dr Anna Dixon

Chief Executive, Centre for Ageing Better



Professor Louise Gunning-Schepers

University Professor of Health and Society, University of Amsterdam



Richard Humphries

Assistant Director Policy, King's Fund



Professor Pauline Meurs

Chair, Council for Health and Society



David Mowat MP

Parliamentary Under
Secretary of State for
Community Health and Care



Professor Kim Putters

Director, Netherlands
Institute for Social Research



Martin van Rijn

State Secretary for
Health, Welfare & Sport



Simon Smits

Ambassador of the
Netherlands to the UK



Kurt Ward

Senior Design Director,
Philips

Conference Programme

Friday 18 November

- 10.00** Check-in and registration at the Grand Hotel Karel V (desk closes at 12.00)
- 12.30** Arrival/registration at the Paushuize
- 13.00** **Conference opening, welcome to Utrecht and informal networking lunch in the Balzaal**
Professor Dr Alexander Rinnooy Kan, Conference Co-Chair
Kees Diepeveen, Deputy Mayor and Alderman for Social Development and Cultural Policy, Utrecht City Council
Sir Geoffrey Adams, British Ambassador to the Netherlands
- 14.00** **Opening Plenary in the Beelaerts van Bloklandzaal**

Comparing long-term elderly care in England and the Netherlands
David Mowat MP, Parliamentary Under Secretary of State for Community Health and Care
Martin van Rijn, State Secretary for Health, Welfare & Sport
- Setting the Scene**
- 14.30** **Richard Humphries**, Assistant Director Policy, King's Fund
Professor Louise Gunning, University Professor of Health and Society, University of Amsterdam
- 15.00** Tea and coffee break
- 15.30** Workshops
- 17.00** Free time
- 18.30** Drinks at the Grand Restaurant Karel V
- 19.00** **Dinner and speakers**
Kurt Ward, Senior Design Director Philips
Dr Anna Dixon, Chief Executive, Centre for Ageing Better
- 22.00** Close

Saturday 19 November

- 08.30** Meet in hotel lobby and walk to the Paushuize
- 08.45** Arrival at the Paushuize
- 09.00** **Plenary session in the Beelaerts van Bloklandzaal**
Professor Kim Putters, Director, Netherlands Institute for Social Research
- 09.15** Interactive presentations in the Balzaal
- 10.30** Tea and coffee break
- 11.00** Workshops continued
- 12.30** Informal networking lunch in the Balzaal
- 14.00** **Panel discussion with workshop chairs and Q&A in the Beelaerts van Bloklandzaal**
Panel members:
Dr Melanie Peters, Director, Rathenau Institute
Dame Mary Archer, Chair, Science Museum Group
Richard Humphries, Assistant Director, Policy, The King's Fund
Mike Parish, Chief Executive, Care UK
Eelco Damen, Chairman of Board, Cordaan
Moderated by **Professor Pauline Meurs**, Chair, Council for Health and Society
- 16.00** **Closing remarks and drinks**
Sir Geoffrey Adams, British Ambassador to the Netherlands
Simon Smits, Ambassador of the Netherlands to the UK
- 17:00** Close

Workshops



1 | Who delivers the care?

Who cares?

'Care' encompasses both vulnerability and moments of connection. It is more than a simple set of tasks and tick boxes. Care does not fit neatly with the profit motive and raises uncomfortable questions, as it shapes the lives of us all. In both the Netherlands and the UK 'care' is carried out within a wide range of relationships, both personal and professional, and within a diverse range of settings. Getting it right remains the toughest of challenges.



Chair

Dr Melanie Peters, Director, Rathenau Institute

Speaker

Gillian Crosby, Director, Centre for Policy on Ageing

Workshops

2 | Who pays for the care?

Who pays?

This is a question of enormous complexity in England and one that leads to confusion, stress, and often despair at the time the person needing the care (and their families) has to access the system. Yet there is also a simple answer to the question of who pays. We do. Be it through various taxes, including national insurance and council tax, or/and from our own pockets or from the purses of our loved ones.



Chair **Dame Mary Archer**, Chair, Science Museum Group



Speaker **Victoria Macdonald**, Health and Social Care Correspondent, Channel 4 News

3 | The role of technology

Ethical considerations surrounding the use of technology in long-term care

New technologies have great promise in long-term care, as they might prove a cost-effective answer to understaffing and also aid and/or enhance the quality of life of vulnerable people. However it is not known whether these technologies fulfil their promises in practice. What is more, they raise various ethical concerns, with regard to individual freedom, privacy and dignity, but also with regard to (the substitution of) personal care.

Often these technologies themselves are perceived as morally neutral, but is this always the case? In this workshop these various ethical concerns will be explored on the basis of both a conceptual approach and empirical findings, ultimately aiming to find an answer as to what good care with technology might look like in long-term care.



Chair **Richard Humphries**, Assistant Director, Policy, King's Fund



Speaker **Dr Alistair Niemeijer**, Assistant Professor in Care Ethics and Policy, University of Humanistic Studies

Workshops

4 | Inclusion and equality

The Dutch population has been changing for years. People from Turkey and Morocco, who came to the Netherlands in the 1960s, are becoming older and are starting to need care. We know severe loneliness occurs more frequently among these groups, and they are under-represented in home care and long term care facilities. Low (health) literacy is also often an issue. Families usually take care of their elderly family members. On the other hand, we know these groups are in need of professional care. Usually they experience health problems sooner than other groups. How do we ensure that they have timely access to good quality personalised care?



Chair
Speaker

Mike Parish, Chief Executive, Care UK
Chandra Verstappen, Programme Manager
Elderly & Health, Pharos, Centre of Expertise
on Health Disparities

5 | Dementia

Supporting people affected by dementia through care management

Dementia is much more common in later life. As the population ages, the number of people with dementia is increasing. There is a social movement around dementia with the promotion of dementia awareness, dementia friendly communities and the general public to become dementia friends, but how does this influence good dementia care? This workshop will explore the development of a care management approach to bringing together communities of care for families affected by dementia.



Chair
Speaker

Eelco Damen, Chairman of Board, Cordaan
Dr Karen Harrison Denning, Head of Research &
Evaluation, Dementia UK



Interactive presentations

Ageing Suit – Leyden Academy

Presented by Dr Lex van Delden

Leyden Academy's ageing suit simulates some of the impairments that may occur as we age. Wearing the suit, you will experience limitations in mobility, balance, hearing and vision, as well as trembling hands. Ageing scientist Lex van Delden will provide an explanation which will include some good news: many of these 'diseases of old age' can actually be prevented or postponed.

Buurtzorg

Presented by Madelon van Tilburg and Matthias van Alphen

Buurtzorg caused a revolution in home care, by organising care based on trust, autonomy and common sense. With thousands of nurses and without a single manager, they deliver care to thousands of clients, with lower organisational costs, better quality of care and higher satisfaction. As Buurtzorg started the revolution from scratch, Wijkzorg has shown that it is actually possible to change a big organisation from within.

De Gelderhorst

Presented by Jan Tempelaar

De Gelderhorst, based in Ede, is the national centre for elderly Deaf people in the Netherlands. Services include accommodation, residential care, nursing and special facilities for elderly Deaf people in a Deaf-friendly environment. De Gelderhorst consist of a residential care centre including a nursing department which looks after elderly people with dementia. In addition, the building includes three apartment blocks where independent living is offered for elderly Deaf people.

Humanitas Deventer

Presented by Anneloes Olthof and Patrick Stoffer

Humanitas is not just a care home for elderly like you would expect. Not only do elderly people live there, but also six young students. The purpose of the students living in Humanitas is to bring in joy and excitement. The elderly love having them around. They also like to gossip about the parties the students go to and about the boys/girls they bring home.

LEA - Robot Care Systems

Presented by Loes Schilderink

Robot Care Systems (RCS) designs and builds autonomous healthcare aids for the care market. Our Lean Empowering Assistant (LEA) is a personal assistant device designed to provide support to users who are unable or who lack the confidence to walk without support and assistance. LEA helps people to follow the daily rhythm, and can for example indicate when the user should take their medications or when it is the time to exercise. The robot offers a seat for getting a rest and can be used for getting up from a chair or bed. Cognitive support can be given to the user with help of the intuitive user interface, which can be controlled by a touch screen.

Oxsight

Presented by Joram van Rheede

OxSight's 'SmartSpecs' are an augmented reality display system built to allow people with severe visual impairment make sense of their surroundings by simplifying the ambient light and translating it into shapes and shades that allow them to discern physical objects within their physical environment. Their aim is to develop a system of devices that help enable all people with visual impairment to achieve their potential and improve their confined and independence.

Zora at Bartholomeus Gasthuis

Presented by Karin Bul

Zora is the world's first humanoid care robot that is being used for revalidation, fall detection, animation and wandering. Zora is proving to be very accessible for the elderly, including those with dementia. People interact with the robot and feel stimulated to move more, and to undertake activities such as singing. Care Manager Karin Bul will explain how Zora is used at the Bartholomeus Gasthuis.

Conference Organisation

Chairs

Dame Judith Mayhew Jonas DBE

Founding Chair, London & Partners

Professor Dr Alexander Rinnooy Kan

Distinguished University Professor of
Economics & Business Studies,
University of Amsterdam

Ambassadors

Sir Geoffrey Adams

British Ambassador to the Netherlands

Simon Smits

Ambassador of the Netherlands
to the UK

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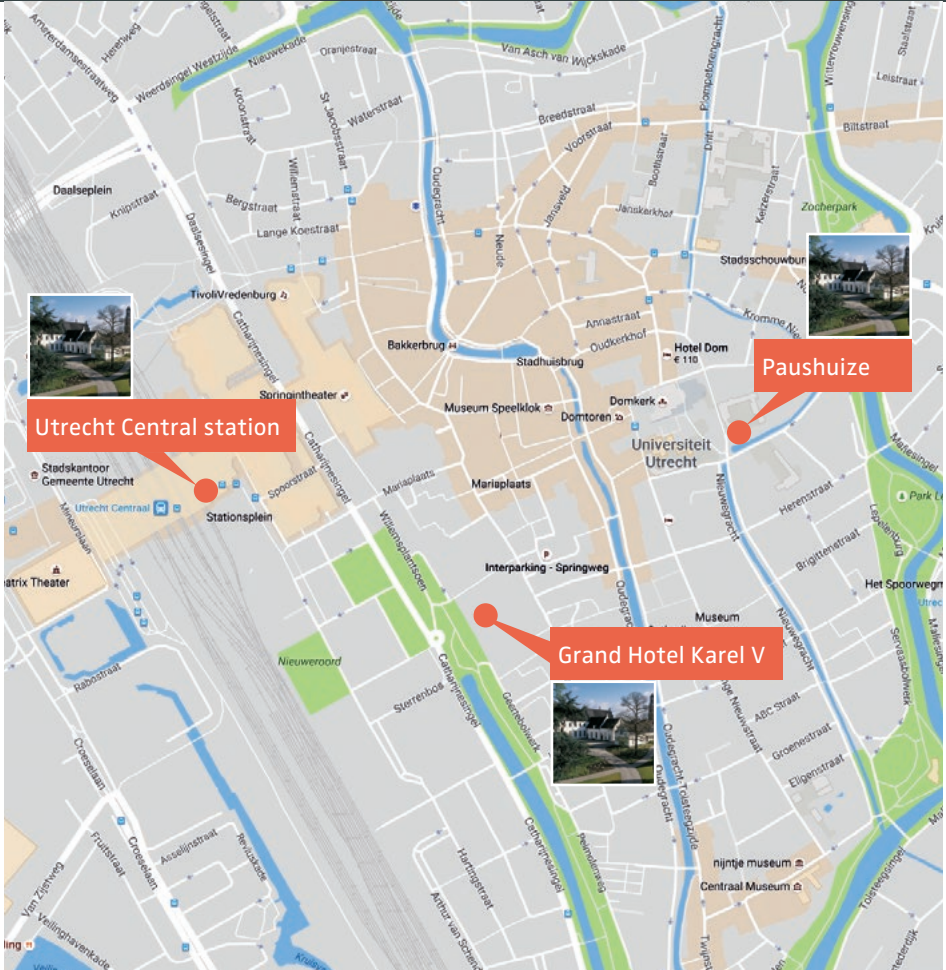
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Events Manager & Policy Team Assistant, British Embassy The Hague

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Map of Utrecht





www.apeldoornconference.org

#apeldoorn16

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Conference Location

Paushuize

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Anna Devi Markus

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Dinner Location

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